

Figure 1

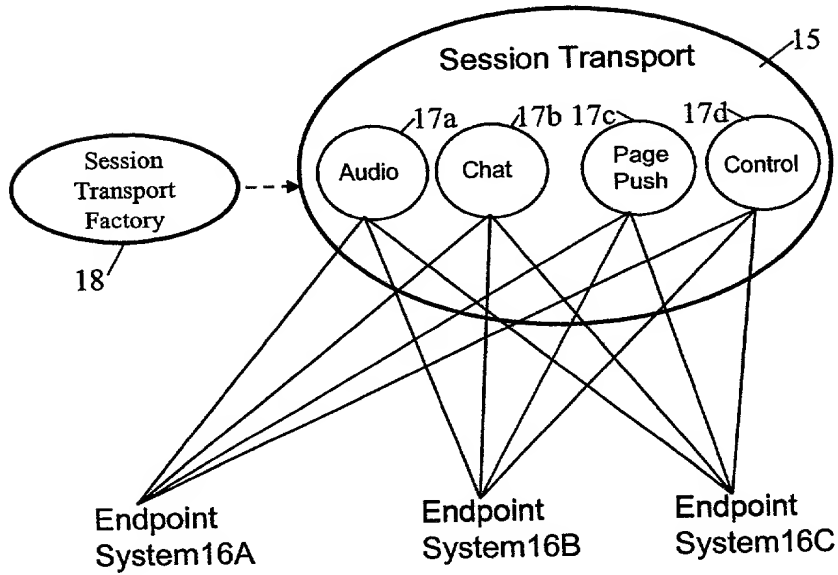


Figure 2

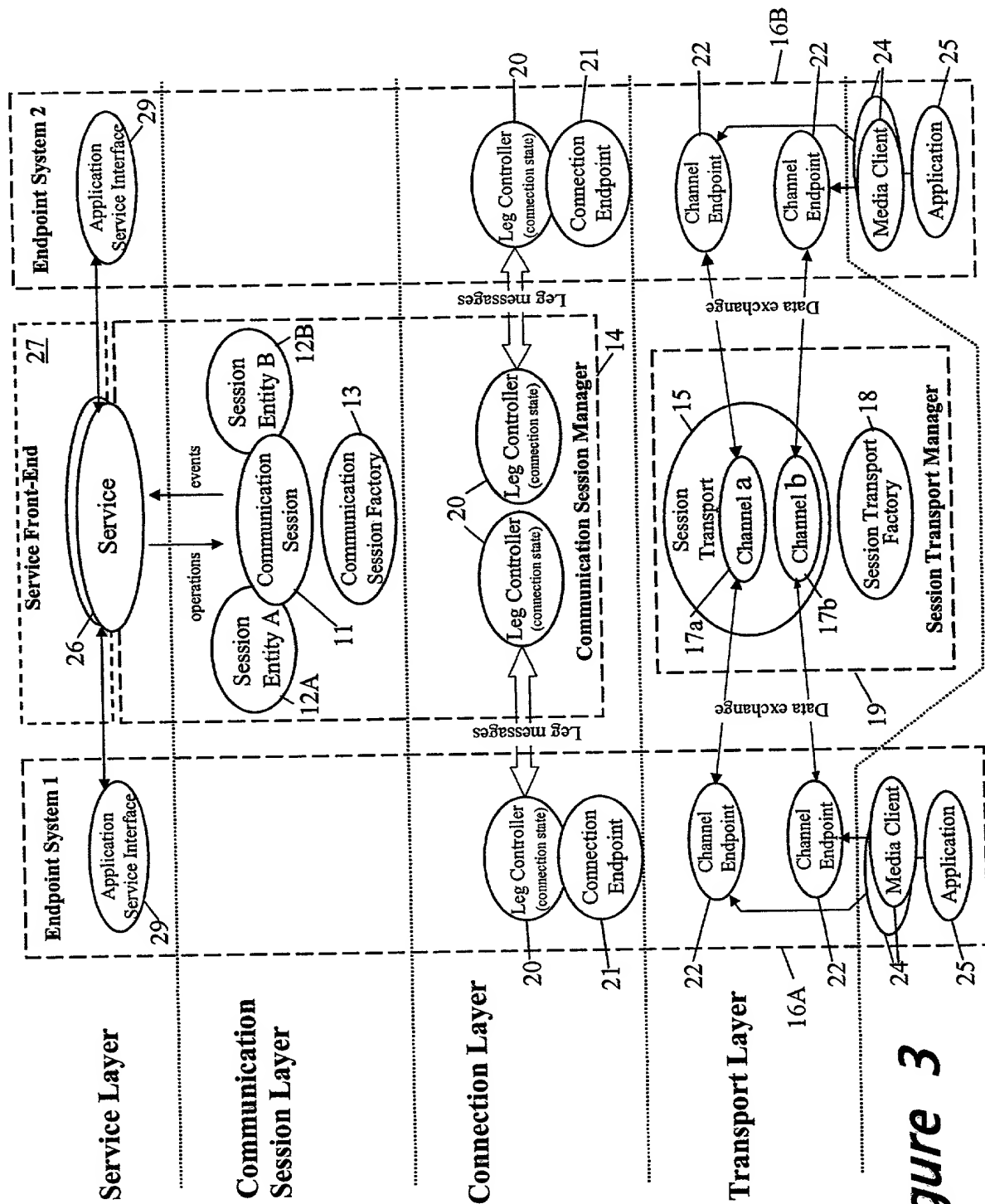


Figure 3

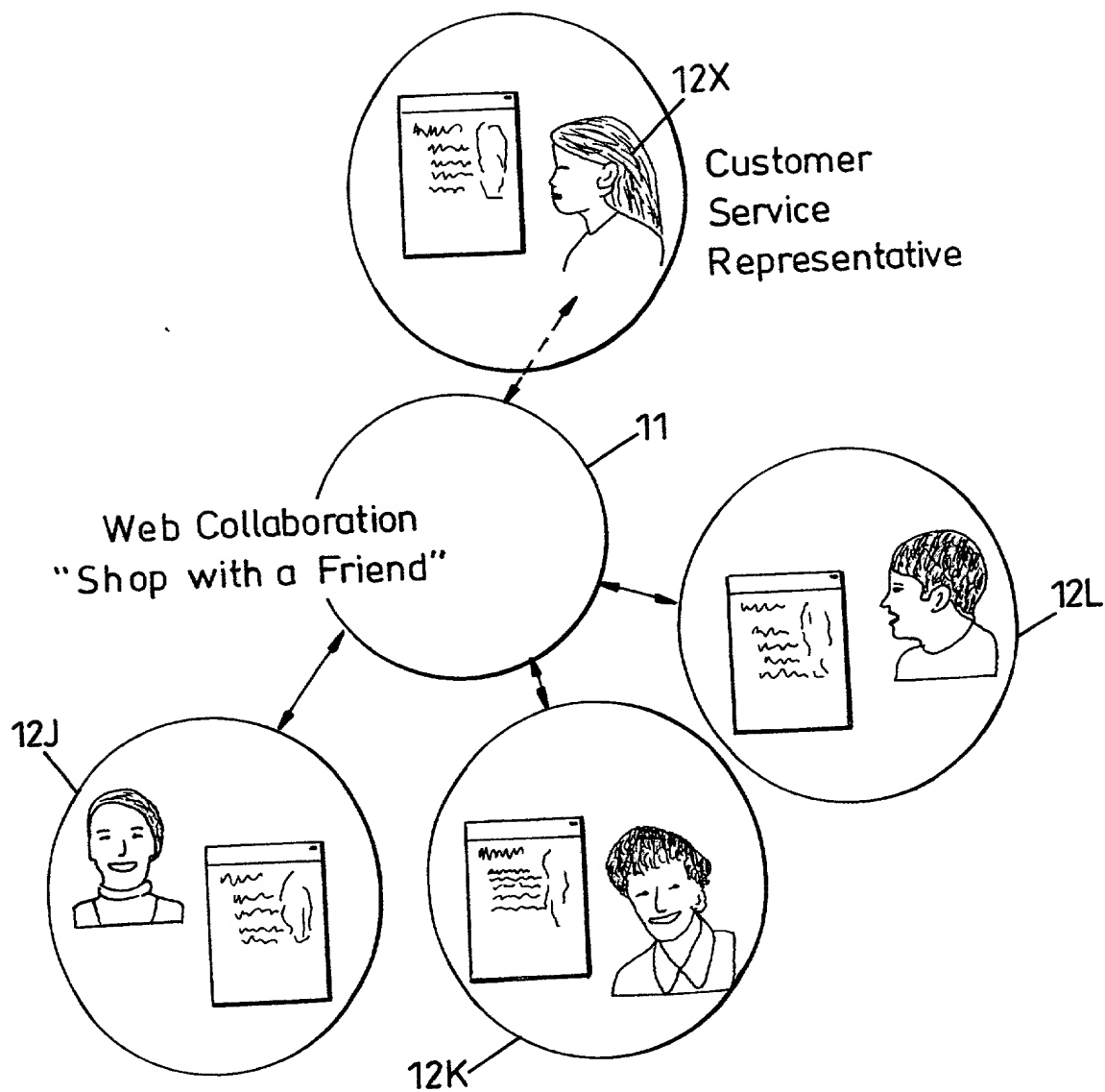


Fig. 4

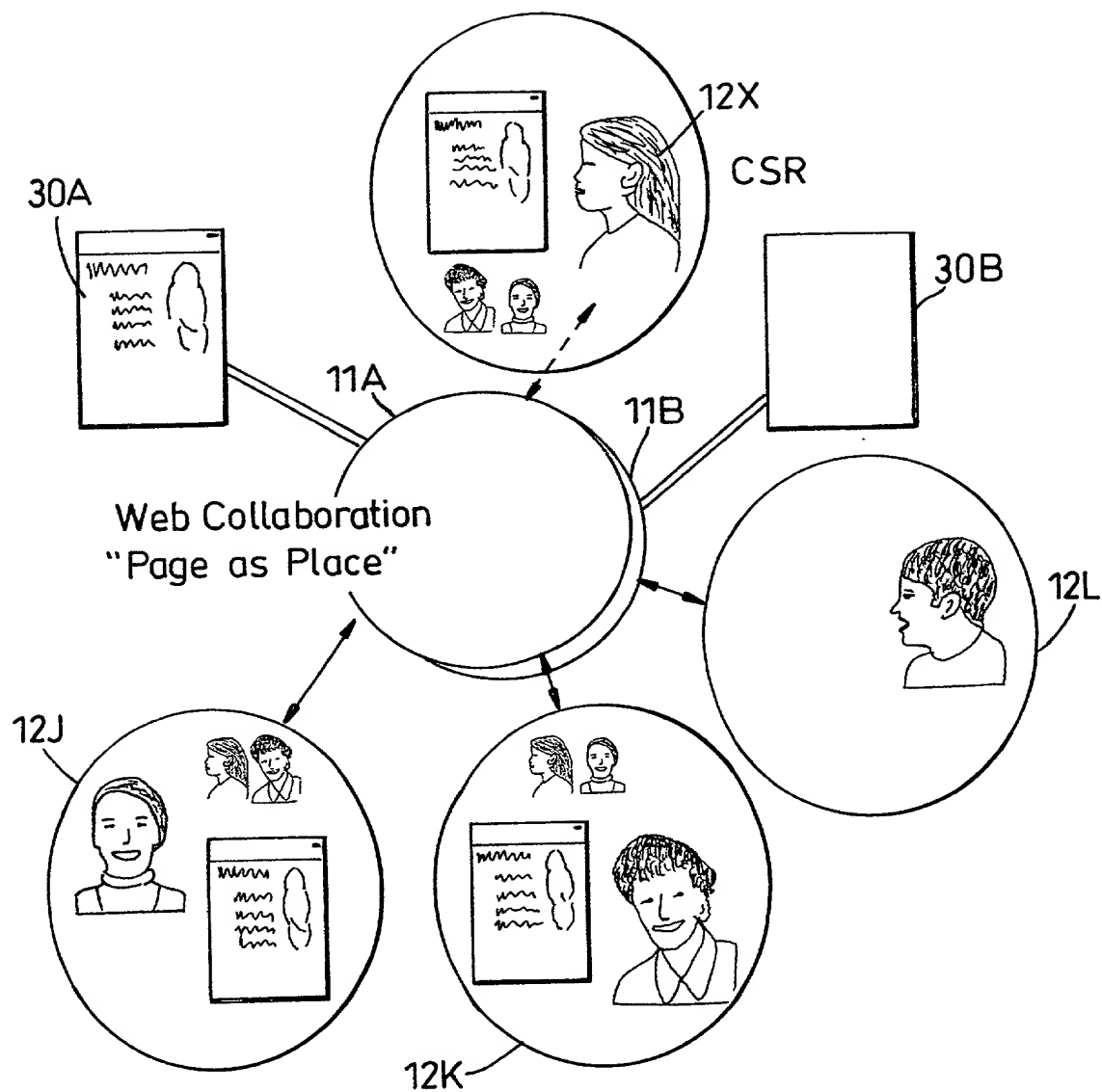


Fig. 5

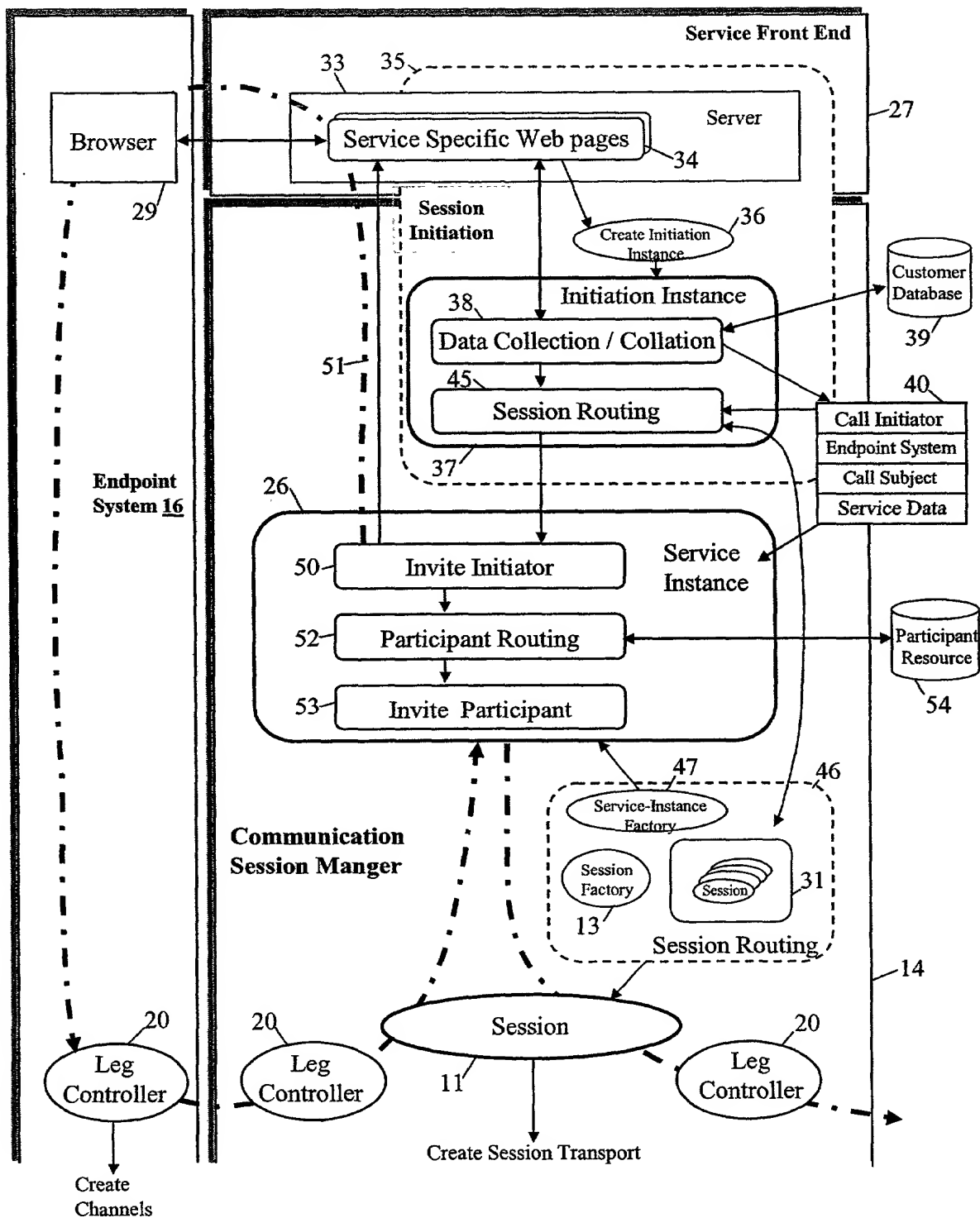


Figure 6

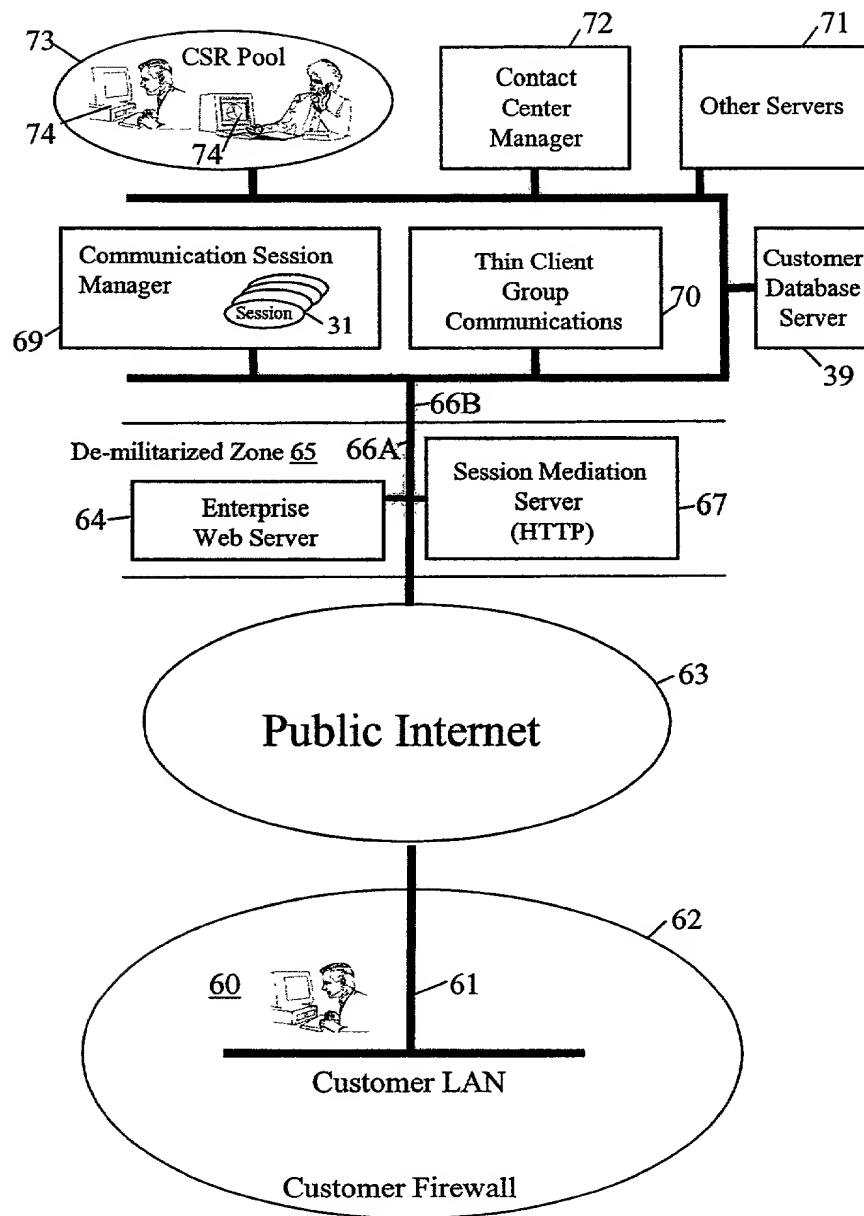


Figure 7

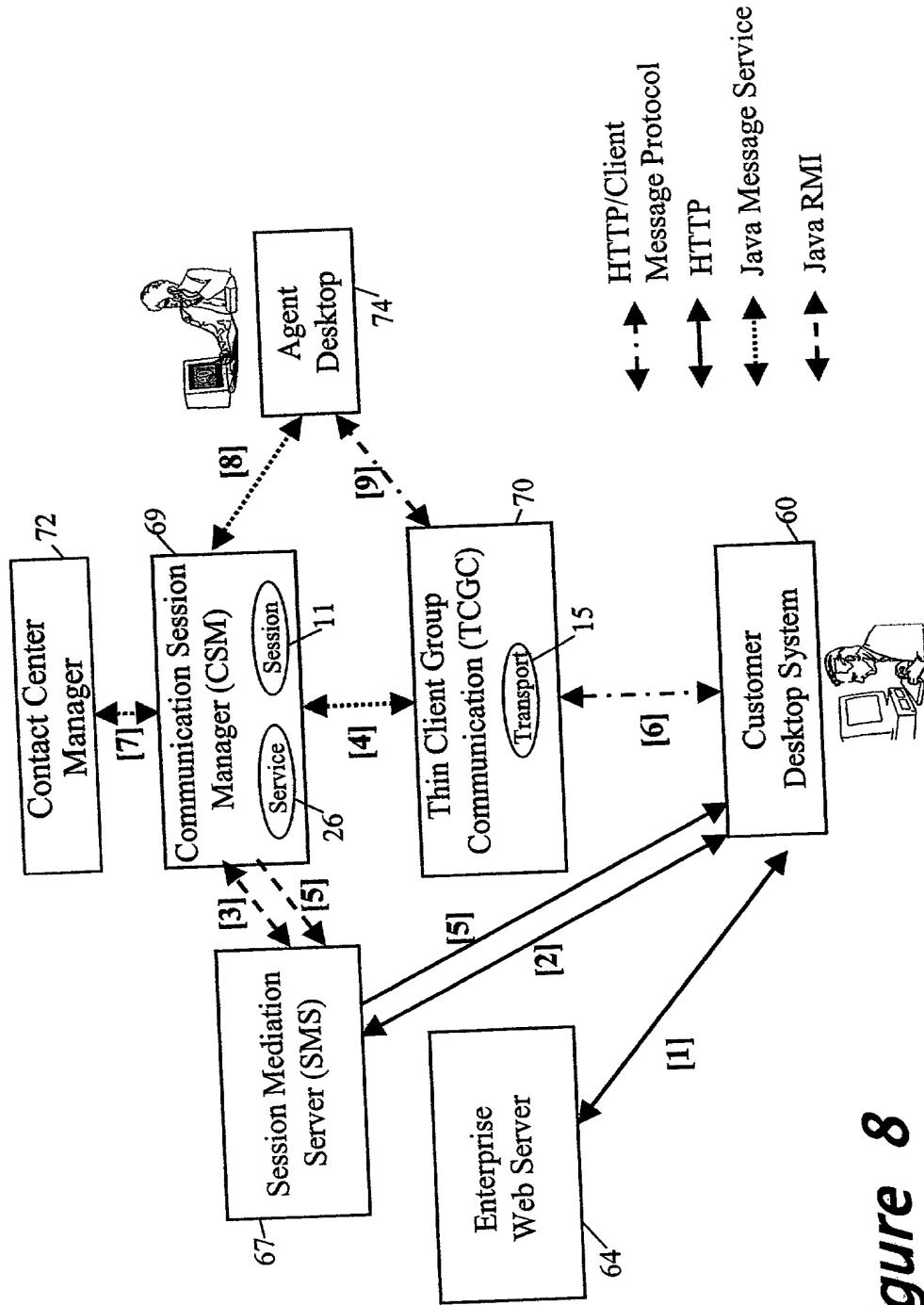


Figure 8

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Fig. 9

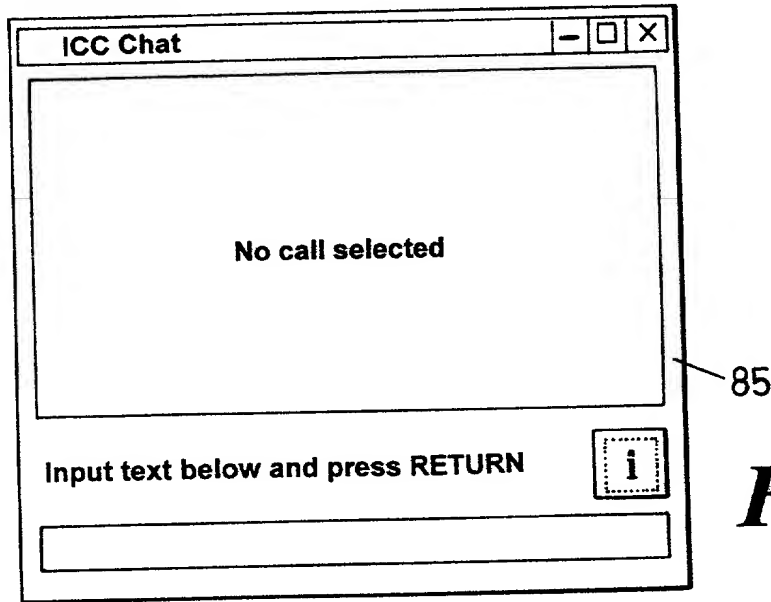


Fig. 10

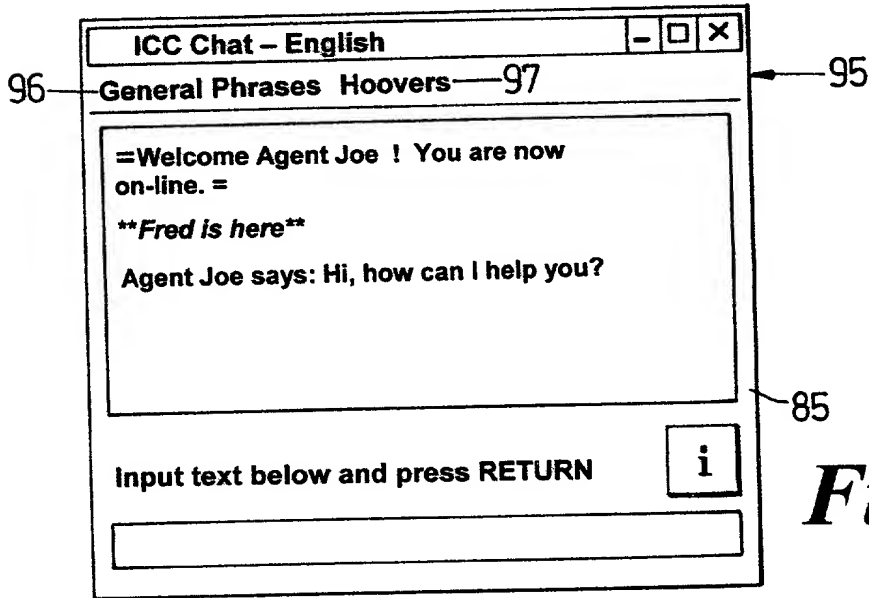


Fig. 11

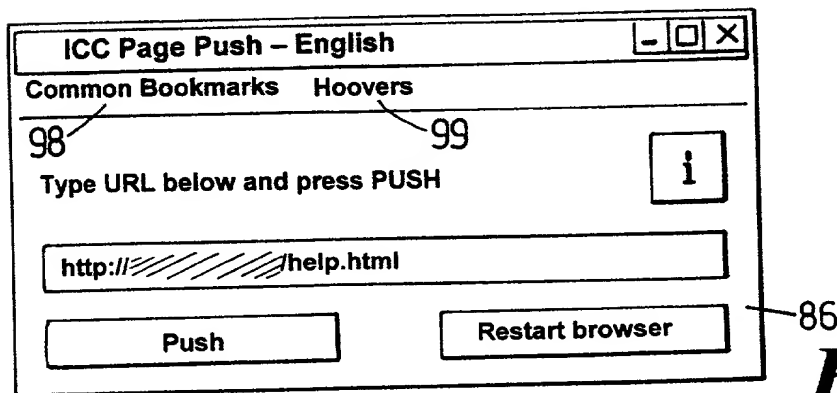


Fig. 12

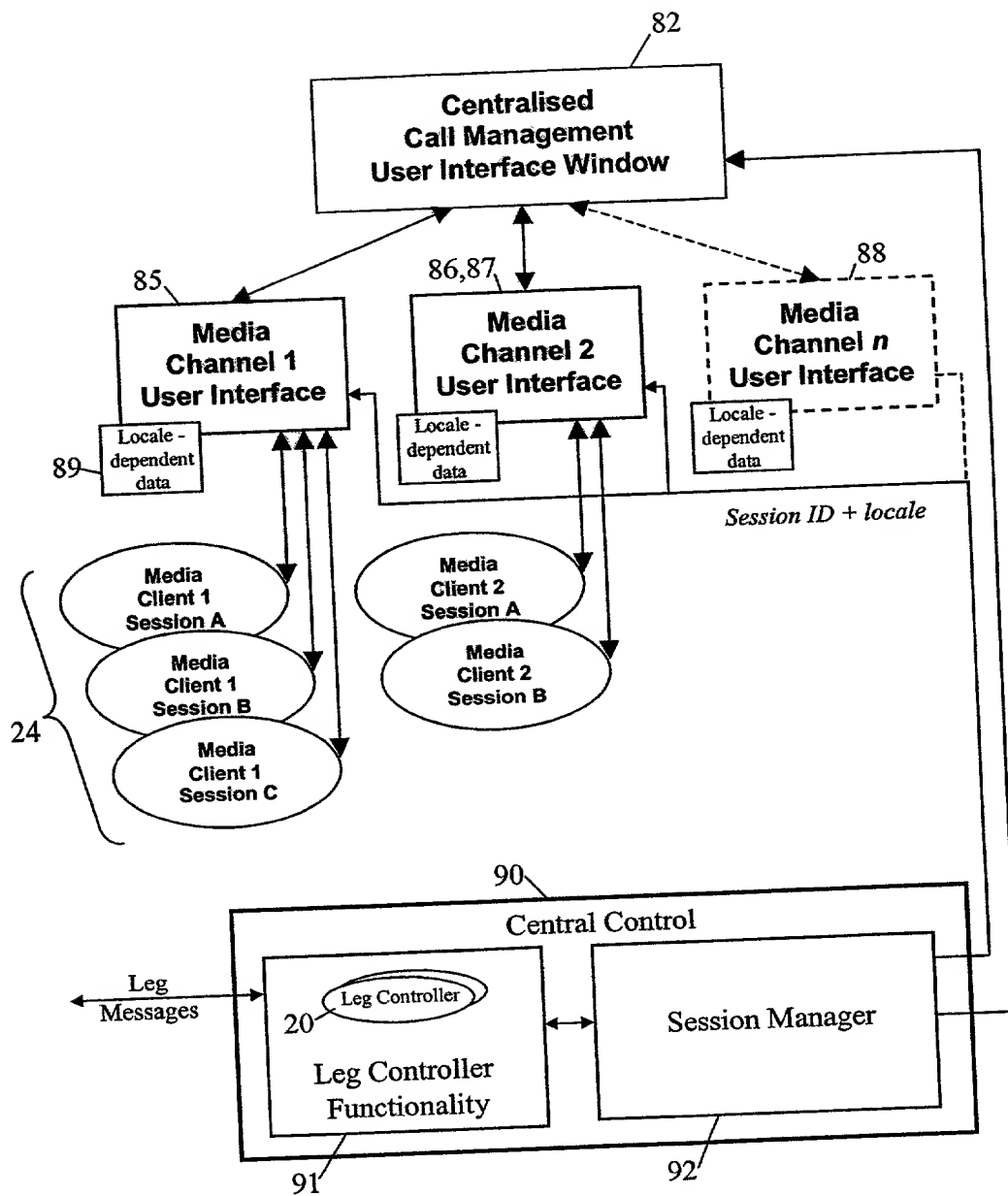


Figure 13

ICC Call Control				
Call ID	Priority	Campaign	Customer ID	Customer Name
39	-1	Hoovers	cust-479550911	Fred Bloggs
				Status
				Normal call
82				

FIG. 15 FOR FIG. 16

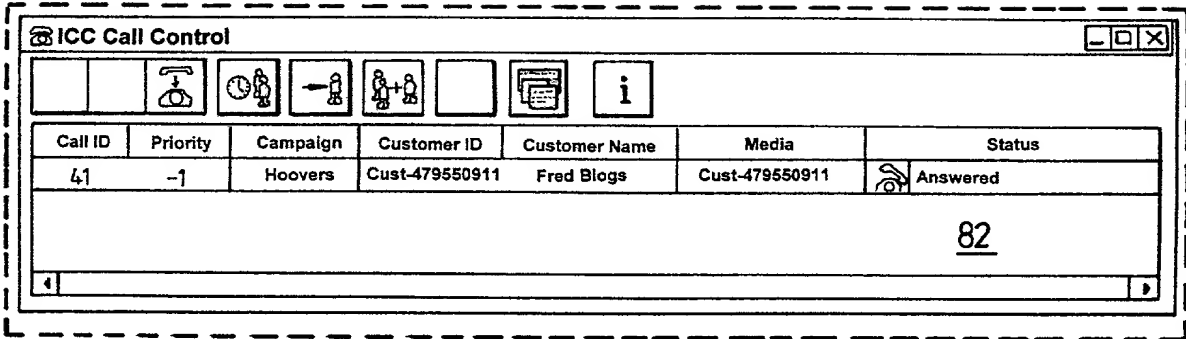


Fig. 15

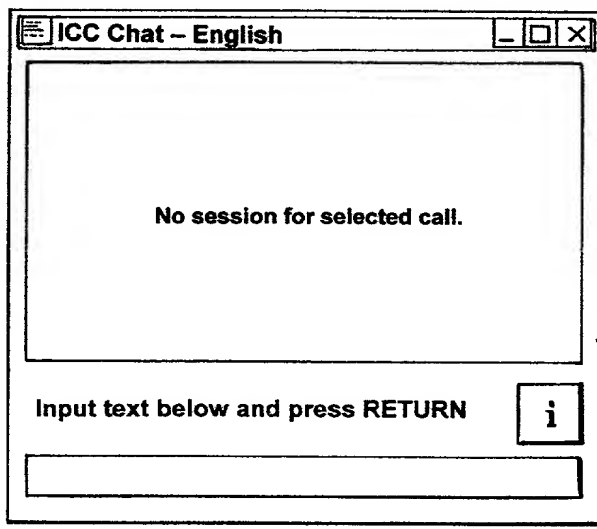


Fig. 16

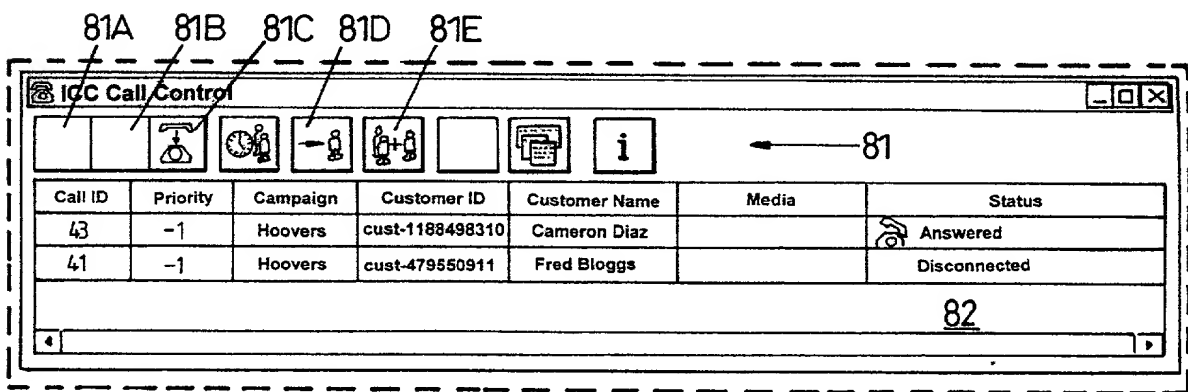


Fig. 17

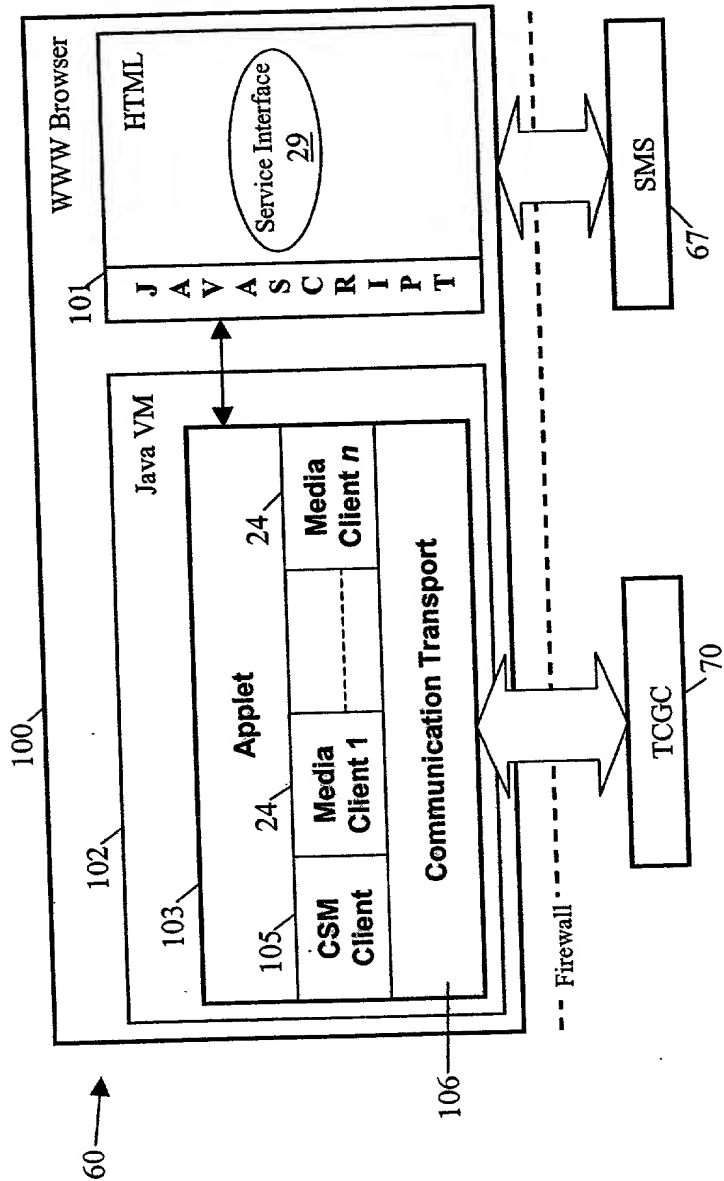


Figure 18

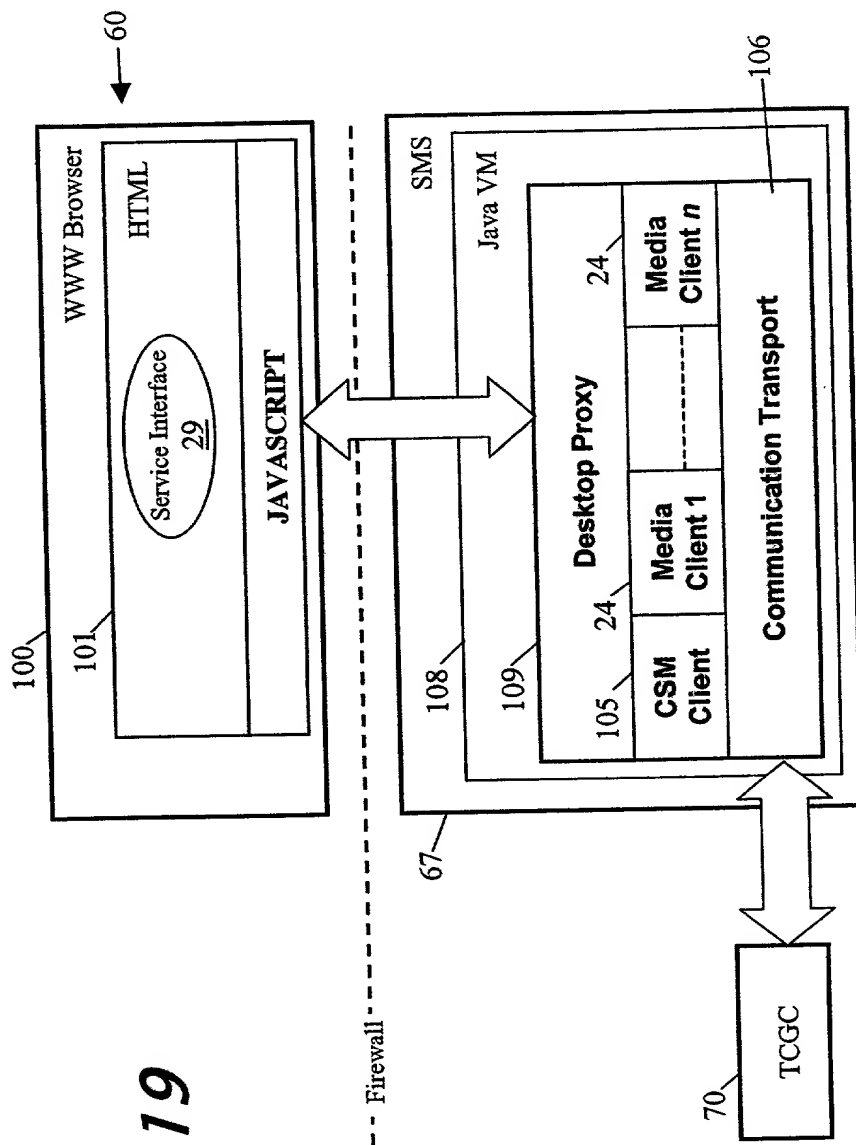


Figure 19

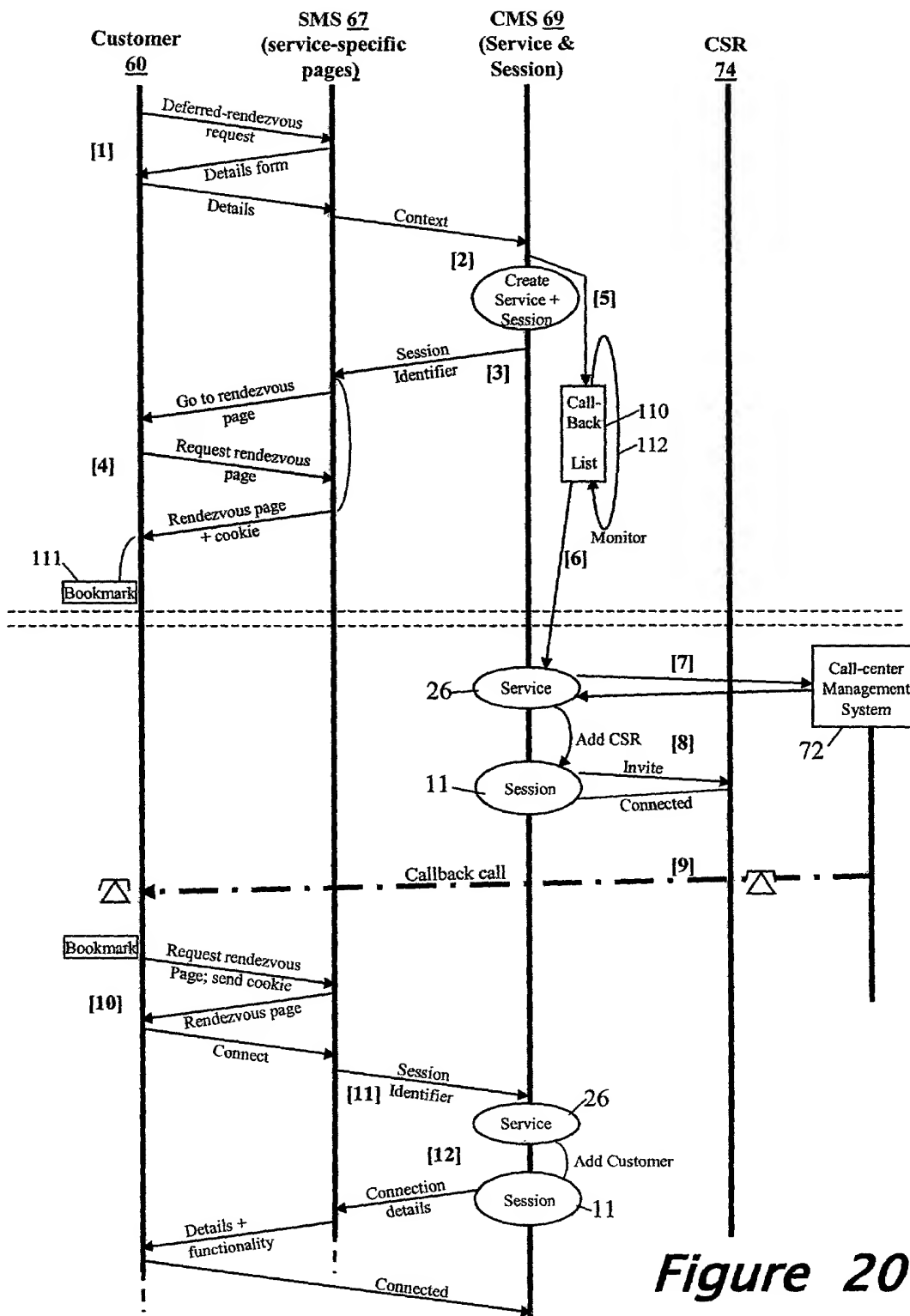


Figure 20

109101 105/2660

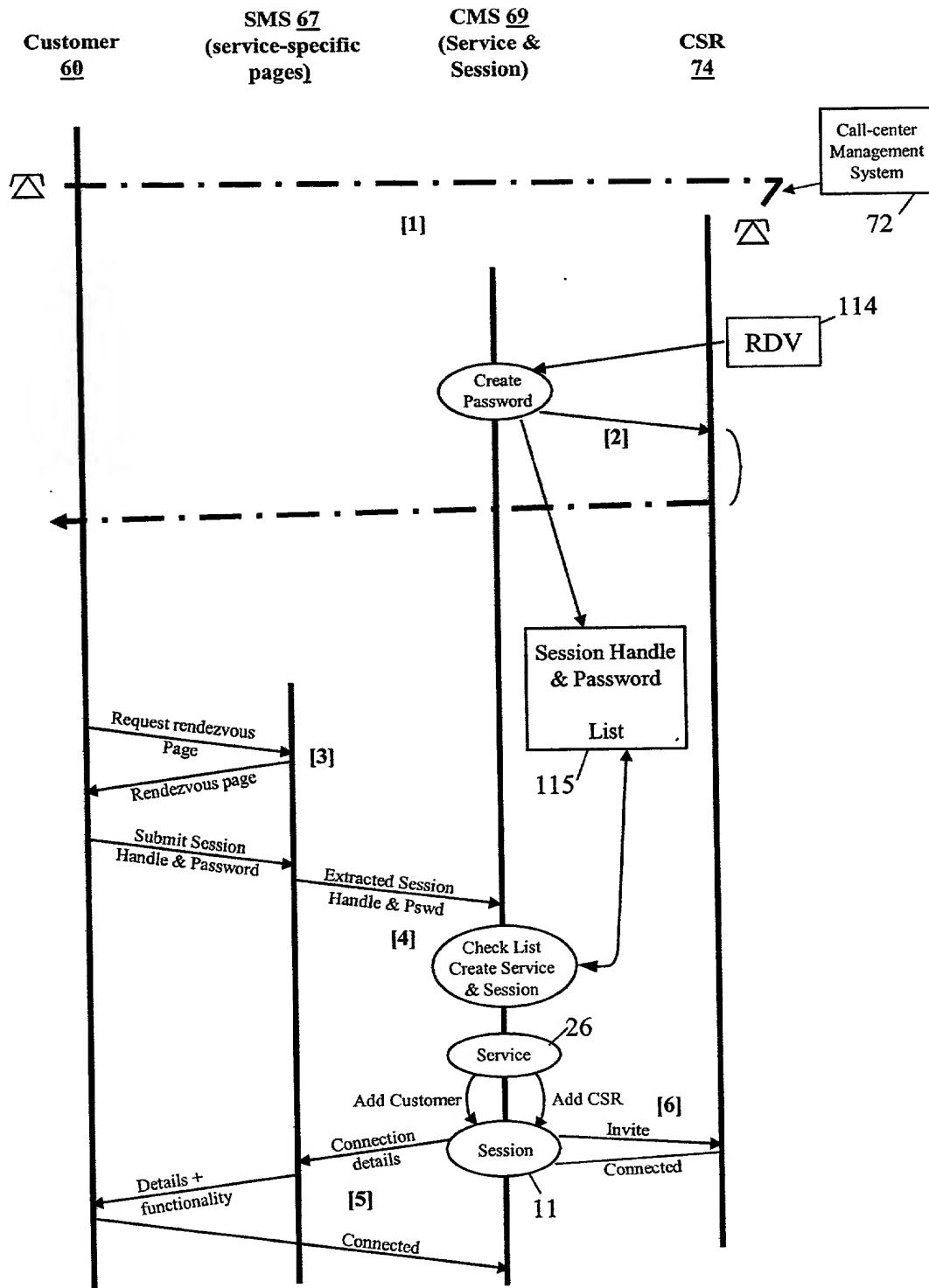
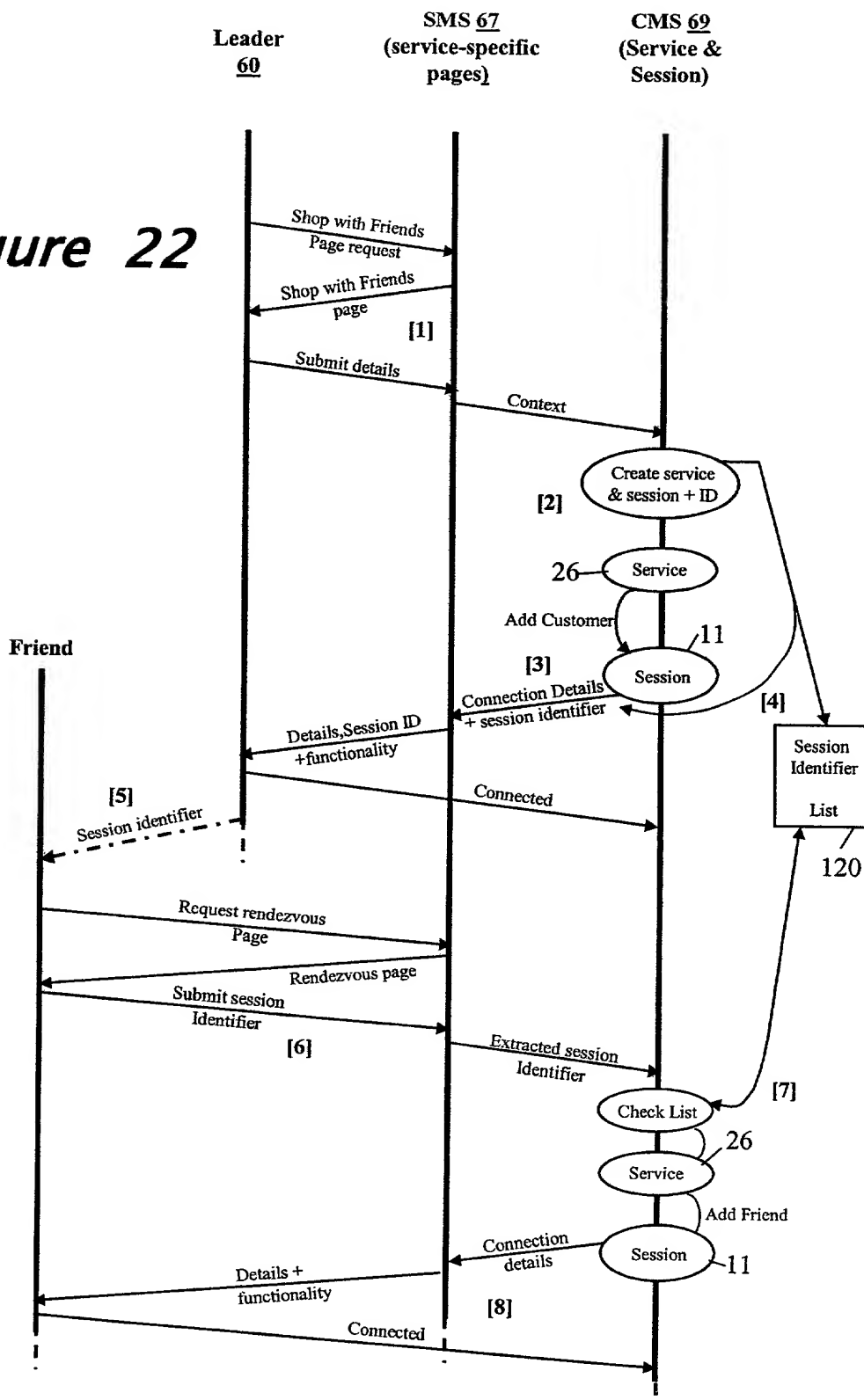


Figure 21

Figure 22



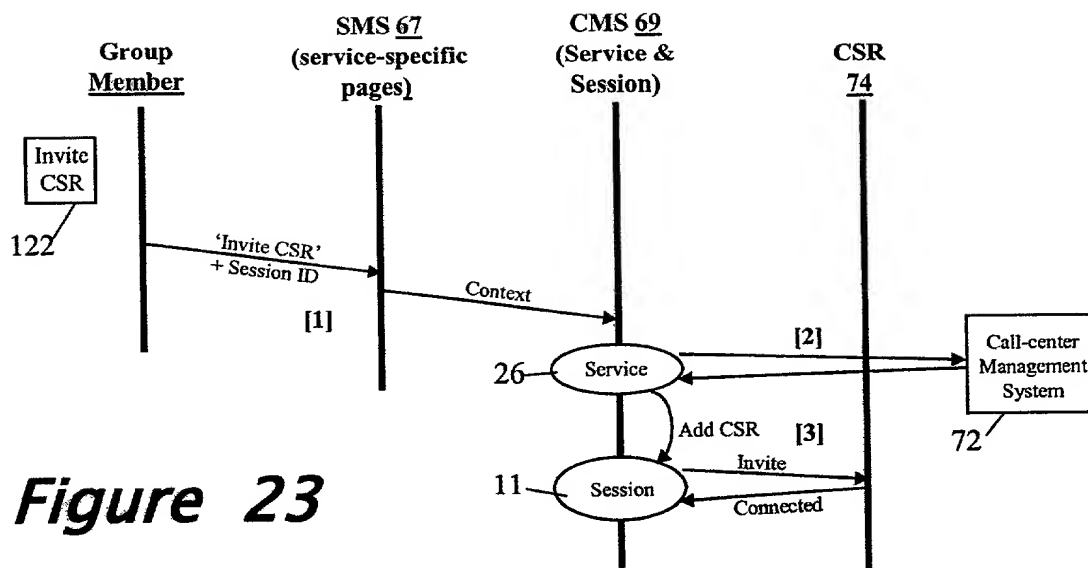


Figure 23

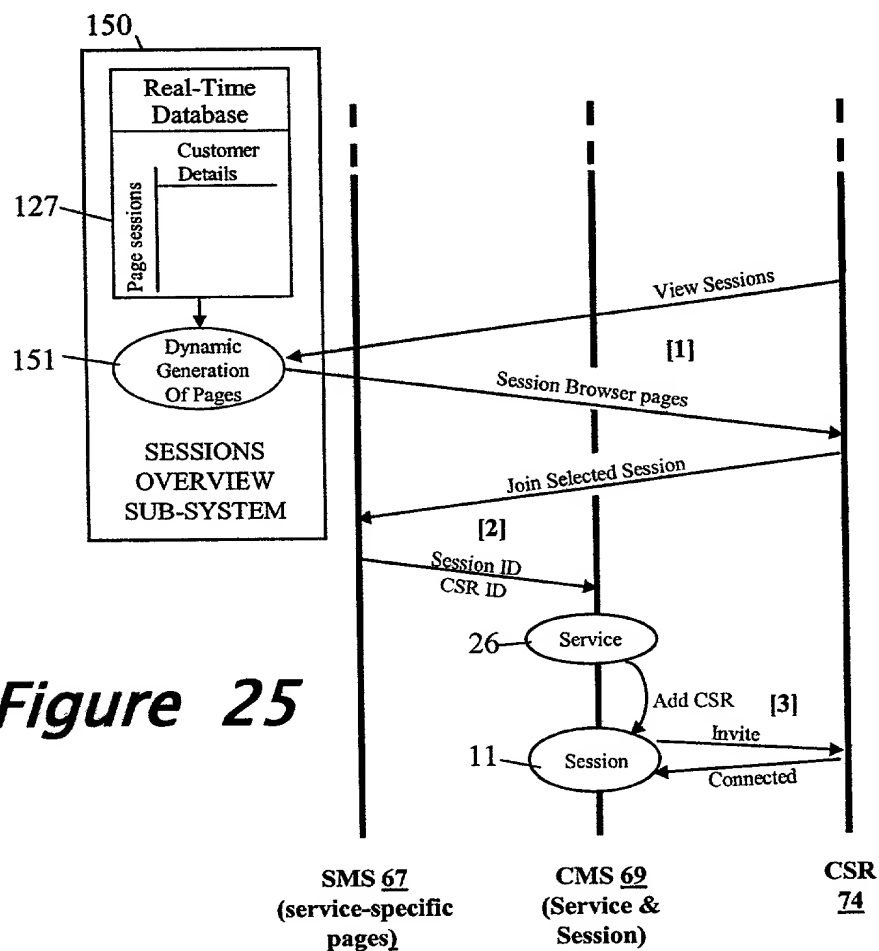


Figure 25

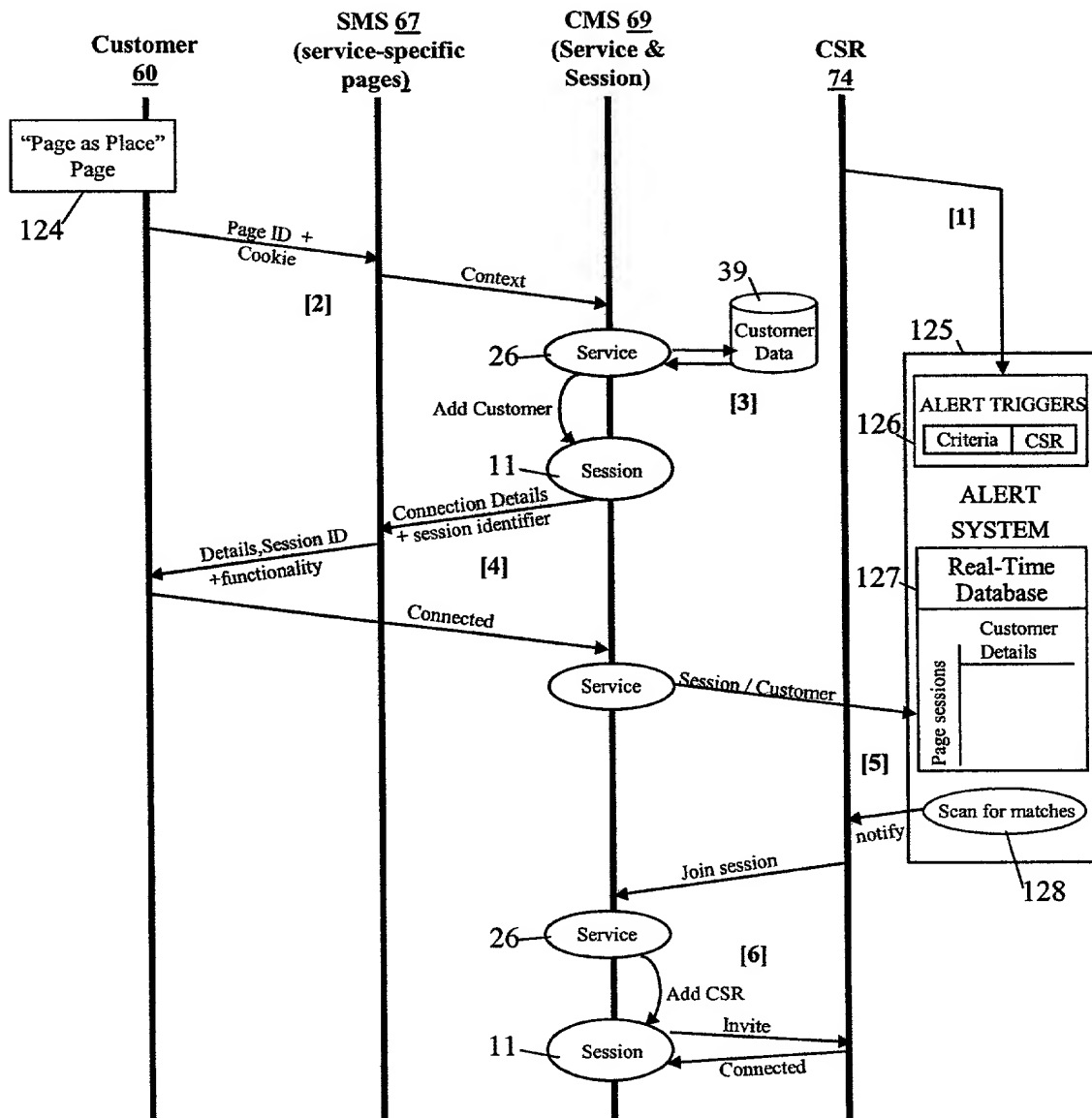


Figure 24

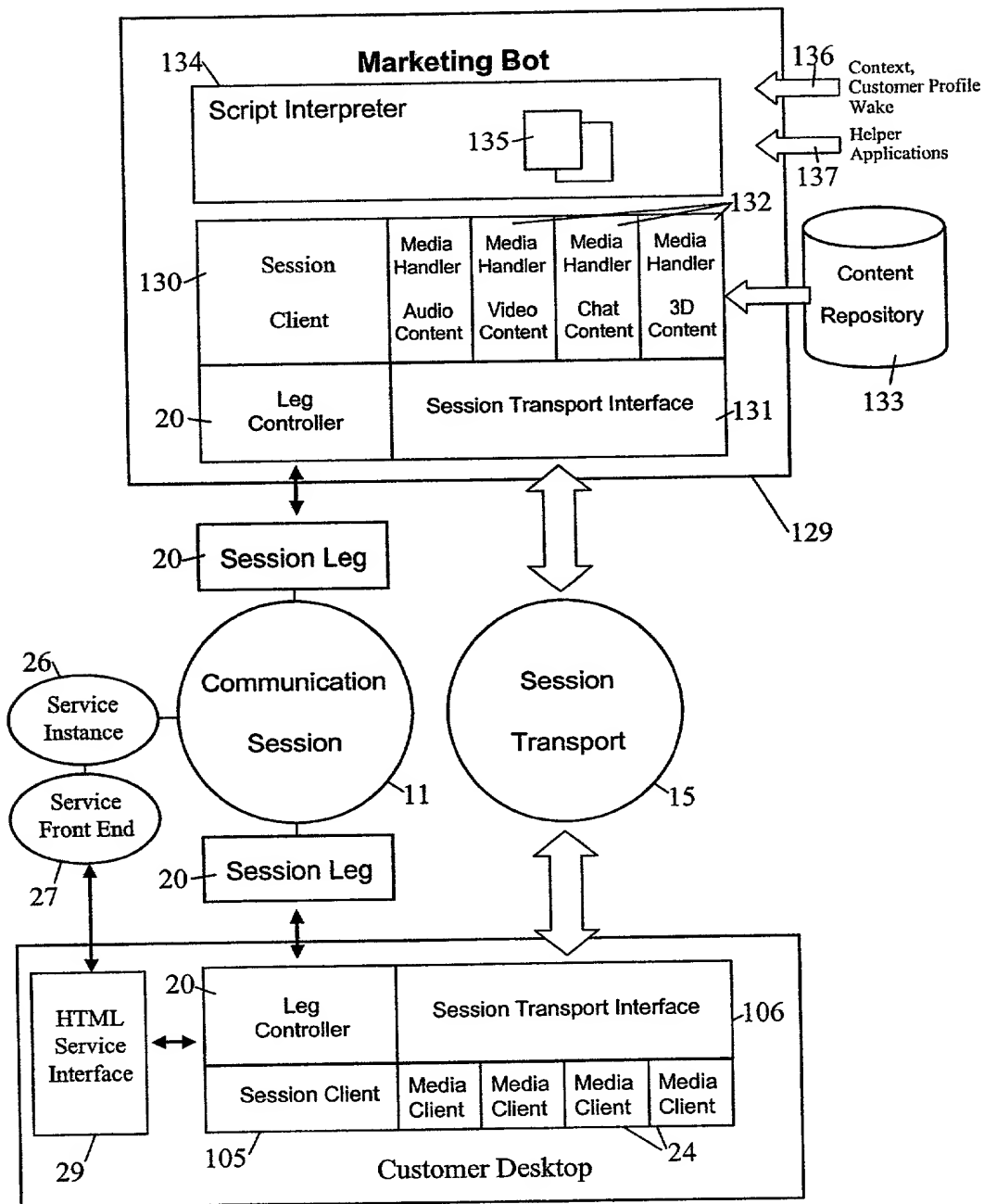


Figure 26

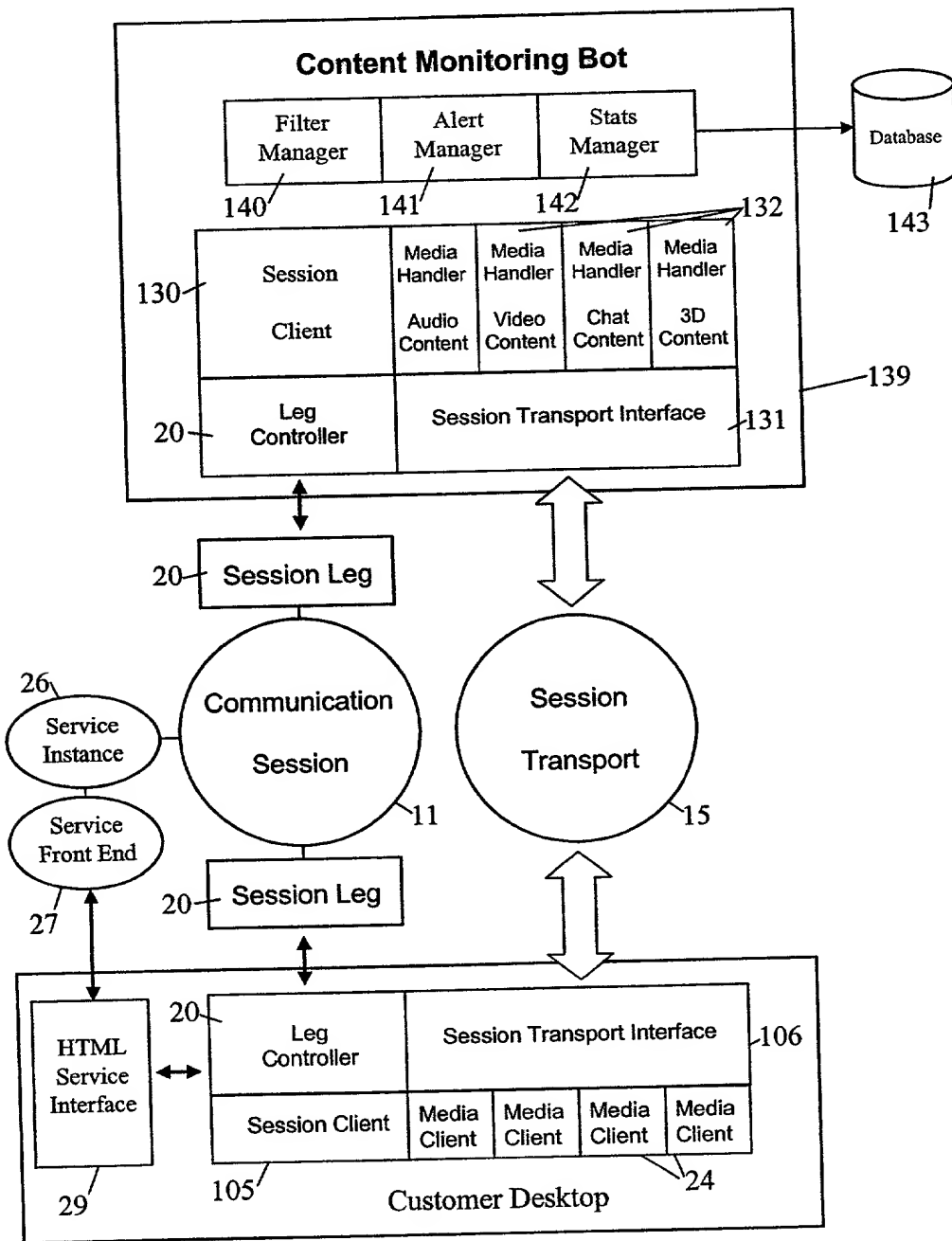


Figure 27